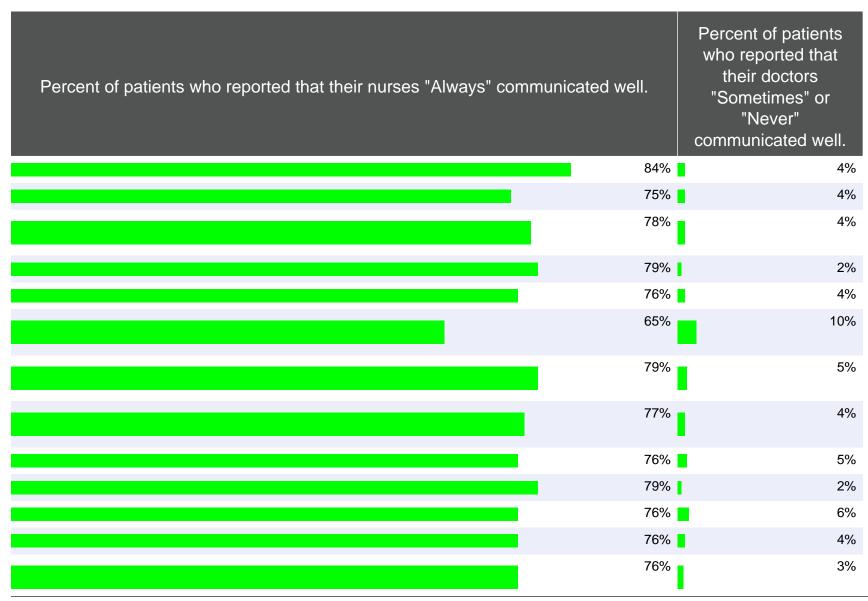
Hospital Name	City	Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.
ABBEVILLE GENERAL HOSPITAL	ABBEVILLE	4%
AMERICAN LEGION HOSPITAL	CROWLEY	8%
BATON ROUGE GENERAL MEDICAL CENTER	BATON ROUGE	5%
BEAUREGARD MEMORIAL HOSPITAL	DERIDDER	6%
BYRD REGIONAL HOSPITAL	LEESVILLE	7%
CHARITY HOSPITAL & MED CENTER OF LA AT NO	NEW ORLEANS	15%
CHRISTUS SCHUMPERT HEALTH SYSTEM	SHREVEPORT	5%
CHRISTUS ST FRANCES CABRINI HOSPITAL	ALEXANDRIA	5%
CHRISTUS ST PATRICK HOSPITAL	LAKE CHARLES	6%
DAUTERIVE HOSPITAL	NEW IBERIA	6%
E A CONWAY MEDICAL CENTER	MONROE	9%
EARL K LONG MEDICAL CENTER	BATON ROUGE	8%
EAST JEFFERSON GENERAL HOSPITAL	METAIRIE	5%

Page 1 of 145 05/31/2011

Percent of patients who reported that their nurses "Usually" communicated well.	
	12%
	17%
	17%
	15%
	17%
	20%
	16%
	18%
	18%
	15%
	15%
	16%
	19%

Page 2 of 145 05/31/2011



Page 3 of 145 05/31/2011

Percent of patients who reported that their doctors "Usually" communicated well.

	9%
_	10%
	12%
_	12%
	14%
	15%
	11%
	14%
	15%
	10%
	15%
	15%
	14%

Page 4 of 145 05/31/2011



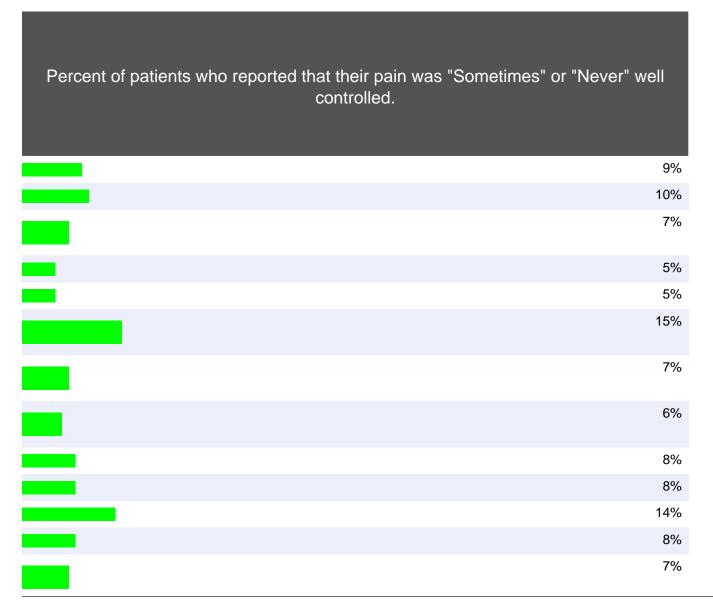
Page 5 of 145 05/31/2011



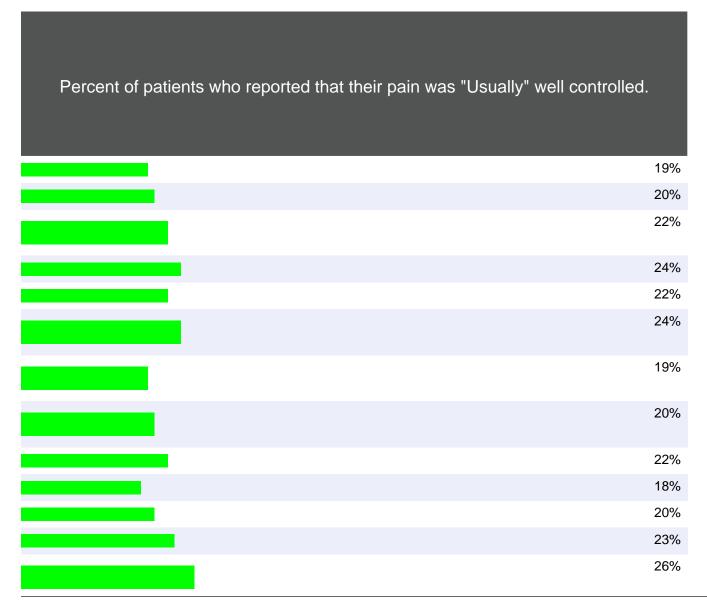
Page 6 of 145 05/31/2011



Page 7 of 145 05/31/2011



Page 8 of 145 05/31/2011



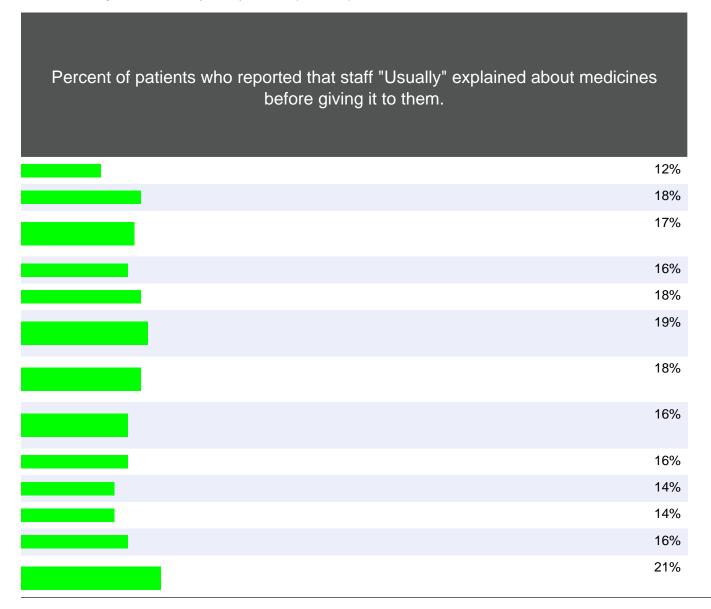
Page 9 of 145 05/31/2011



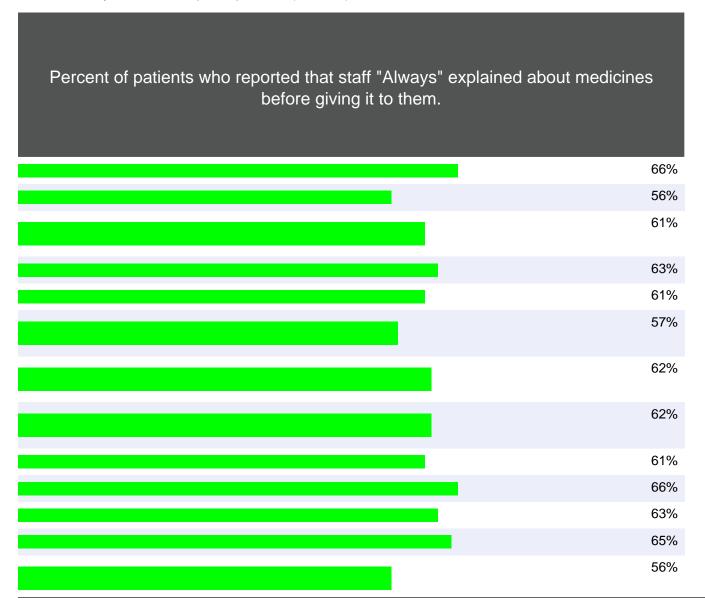
Page 10 of 145 05/31/2011

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them. 22% 26% 22% 21% 21% 24% 20% 22% 23% 20% 23% 19% 23%

> Page 11 of 145 05/31/2011



Page 12 of 145 05/31/2011



Page 13 of 145 05/31/2011

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean. 6% 11% 9% 9% 16% 24% 9% 15% 15% 9% 12% 10% 17%

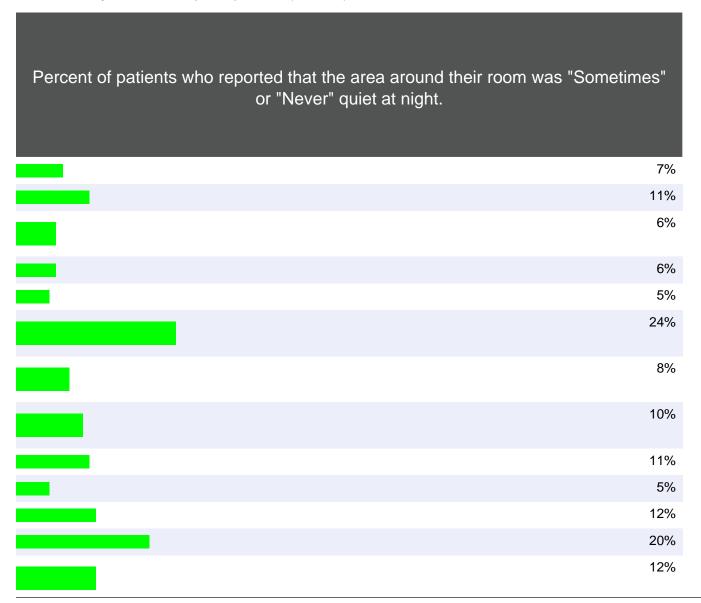
> Page 14 of 145 05/31/2011



Page 15 of 145 05/31/2011



Page 16 of 145 05/31/2011



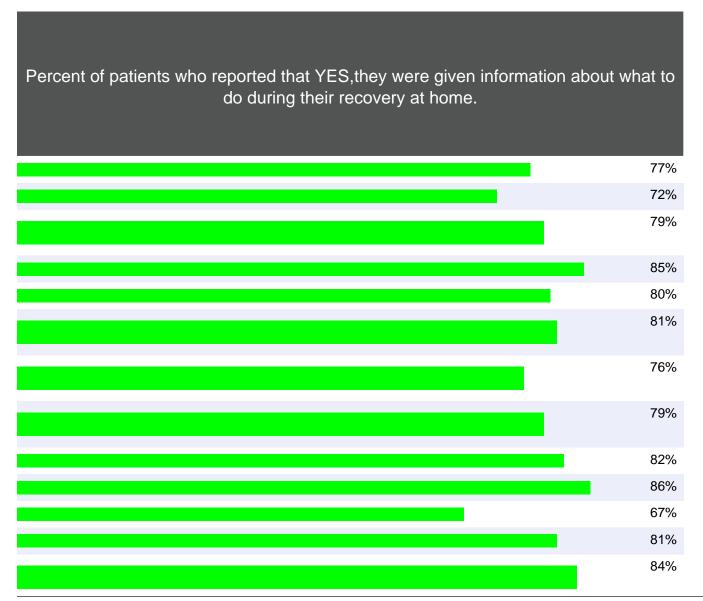
Page 17 of 145 05/31/2011

Percent of patients who reported that the area around their room was "Usually" quiet at night. 22% 22% 21% 24% 27% 18% 26% 27% 27% 21% 25% 26% 28%

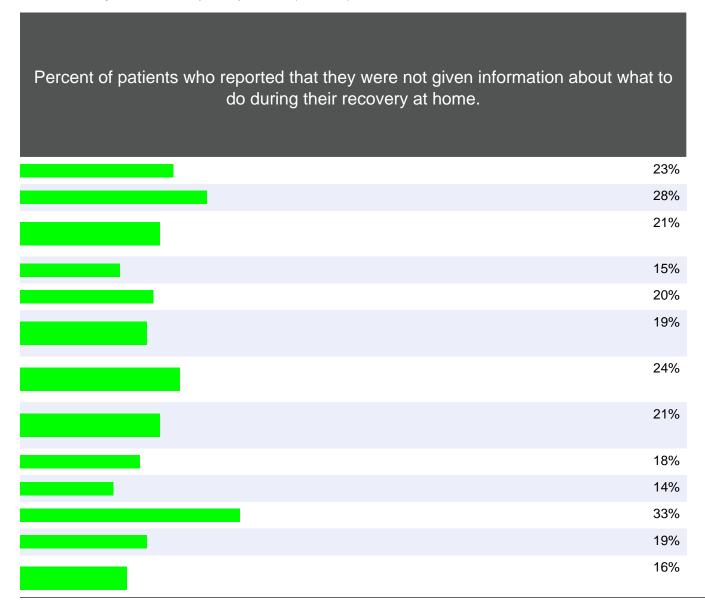
> Page 18 of 145 05/31/2011



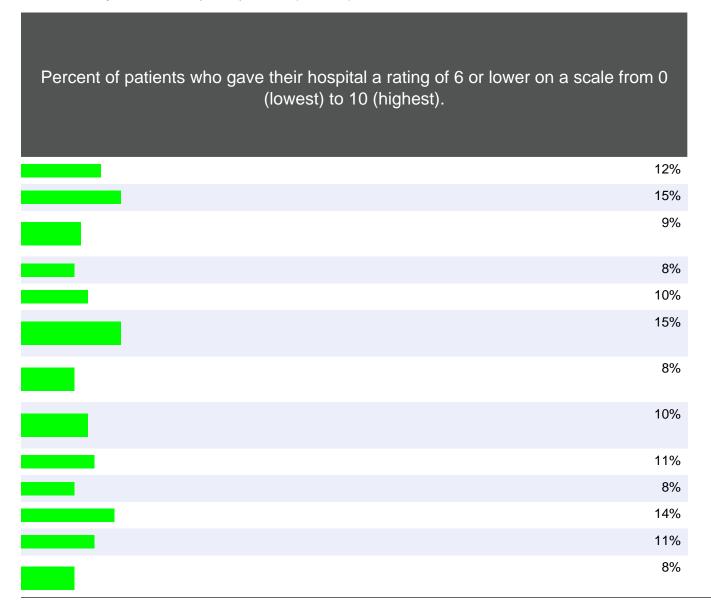
Page 19 of 145 05/31/2011



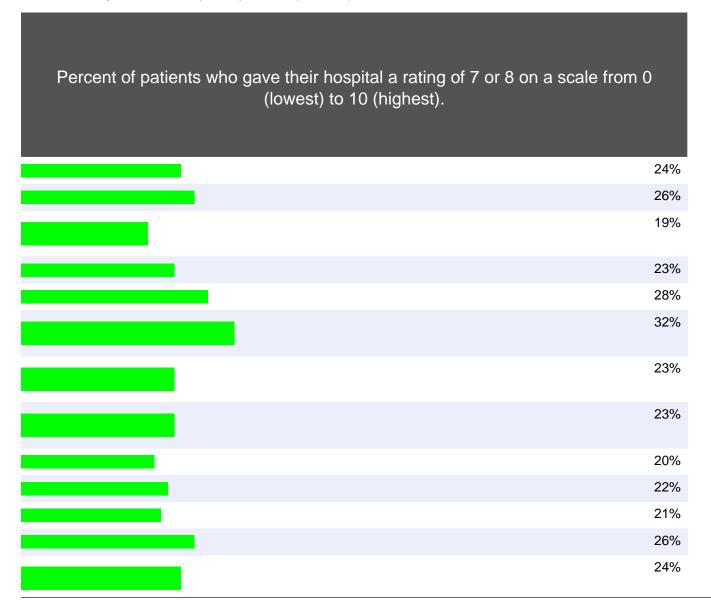
Page 20 of 145 05/31/2011



Page 21 of 145 05/31/2011



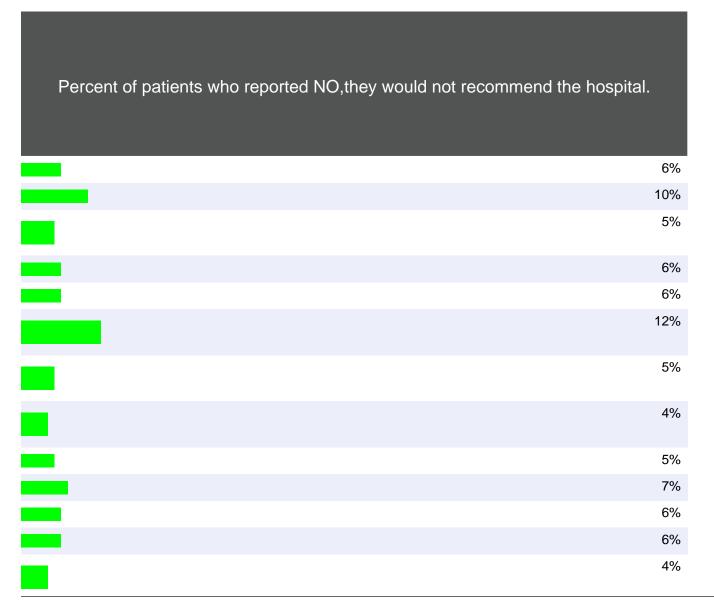
Page 22 of 145 05/31/2011



Page 23 of 145 05/31/2011



Page 24 of 145 05/31/2011



Page 25 of 145 05/31/2011



Page 26 of 145 05/31/2011



Page 27 of 145 05/31/2011

Number of Completed Surveys	Survey Response Rate Percent
300 or more	21%
300 or more	21%
300 or more	21%
300 or more	28%
300 or more	24%
300 or more	22%
300 or more	32%
300 or more	30%
300 or more	31%
300 or more	25%
300 or more	16%
300 or more	21%
300 or more	32%

Page 28 of 145 05/31/2011

Survey Footnote	Hospital Footnote

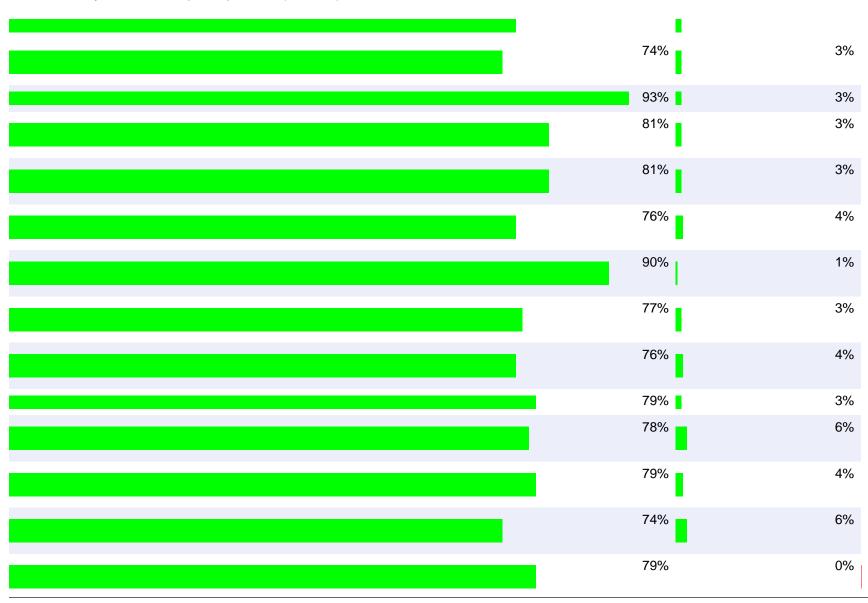
Page 29 of 145 05/31/2011

HOSPITAL			
GLENWOOD REGIONAL MEDICAL CENTER	WEST MONROE		10%
HEART HOSPITAL OF LAFAYETTE	LAFAYETTE		0%
IBERIA GENERAL HOSPITAL AND MEDICAL CENTER	NEW IBERIA	•	4%
JENNINGS AMERICAN LEGION HOSPITAL	JENNINGS	1	4%
LAFAYETTE GENERAL MEDICAL CENTER	LAFAYETTE		6%
LAFAYETTE SURGICAL SPECIALTY HOSPITAL	LAFAYETTE		1%
LAKE CHARLES MEMORIAL HOSPITAL	LAKE CHARLES		5%
LAKEVIEW REGIONAL MEDICAL CENTER	COVINGTON		6%
LANE REGIONAL MEDICAL CENTER	ZACHARY		4%
LEONARD J CHABERT MEDICAL CENTER	HOUMA		7%
LOUISIANA MEDICAL CENTER AND HEART HOSPITAL, LLC	LACOMBE	1	4%
LSU HEALTH SCIENCES CENTER - SHREVEPORT	SHREVEPORT		9%
MERCY REGIONAL MEDICAL CENTER	VILLE PLATTE		6%

Page 30 of 145 05/31/2011

16%
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15%

Page 31 of 145 05/31/2011



Page 32 of 145 05/31/2011

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Page 33 of 145 05/31/2011



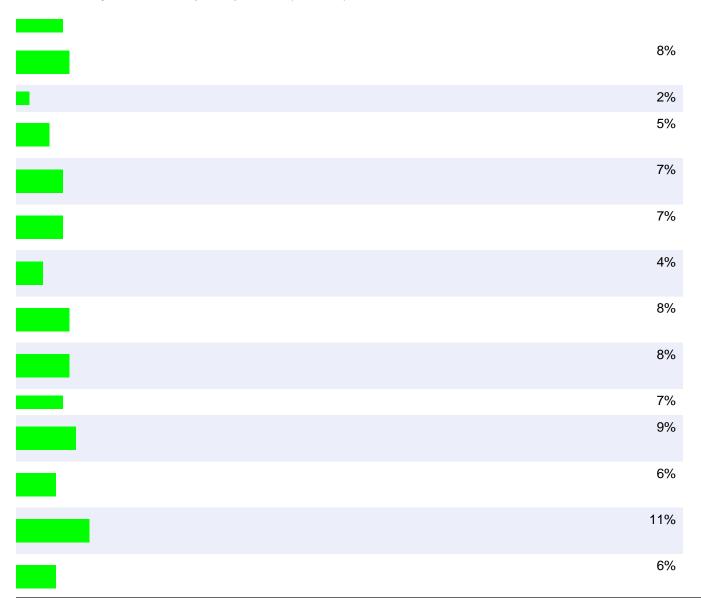
Page 34 of 145 05/31/2011



Page 35 of 145 05/31/2011



Page 36 of 145 05/31/2011



05/31/2011 Page 37 of 145



Page 38 of 145 05/31/2011



Page 39 of 145 05/31/2011



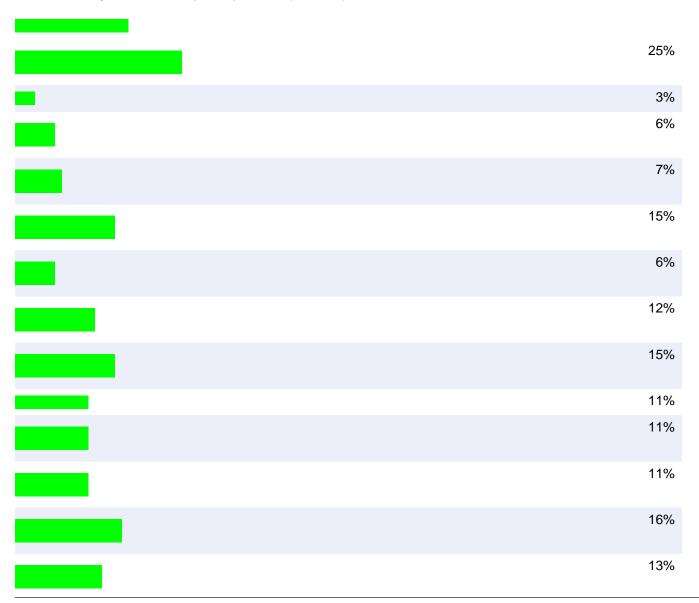
Page 40 of 145 05/31/2011

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Page 41 of 145 05/31/2011



Page 42 of 145 05/31/2011



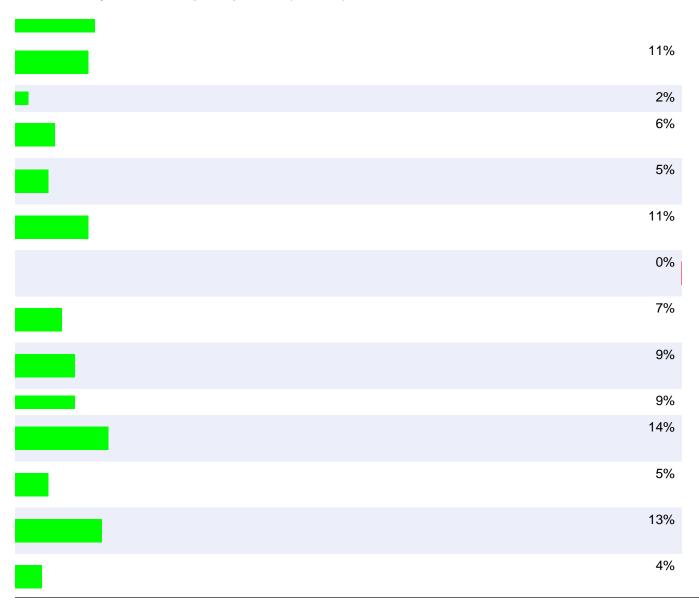
05/31/2011 Page 43 of 145

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Page 44 of 145 05/31/2011



Page 45 of 145 05/31/2011



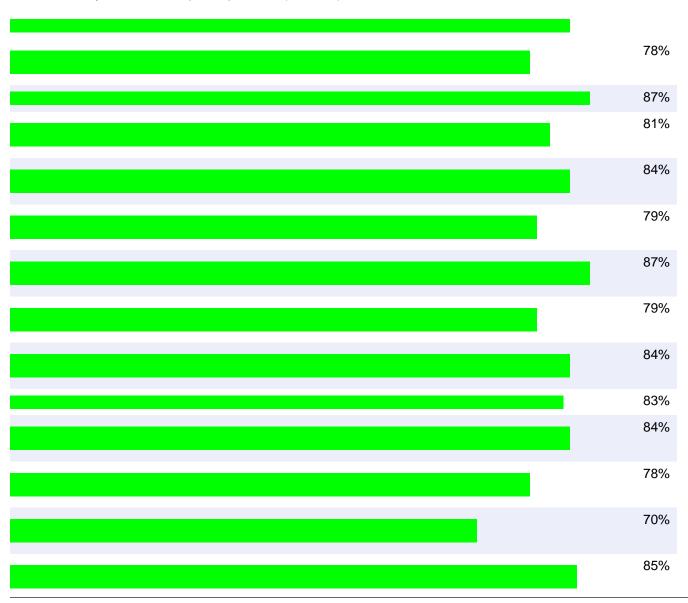
05/31/2011 Page 46 of 145



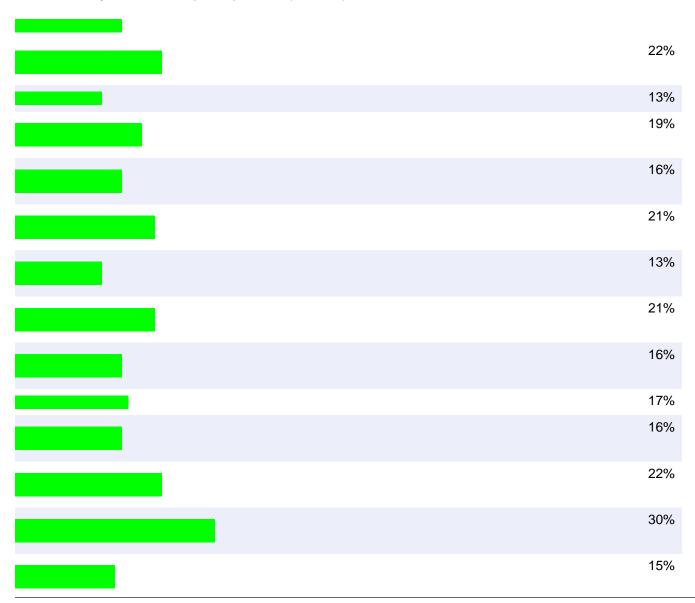
Page 47 of 145 05/31/2011



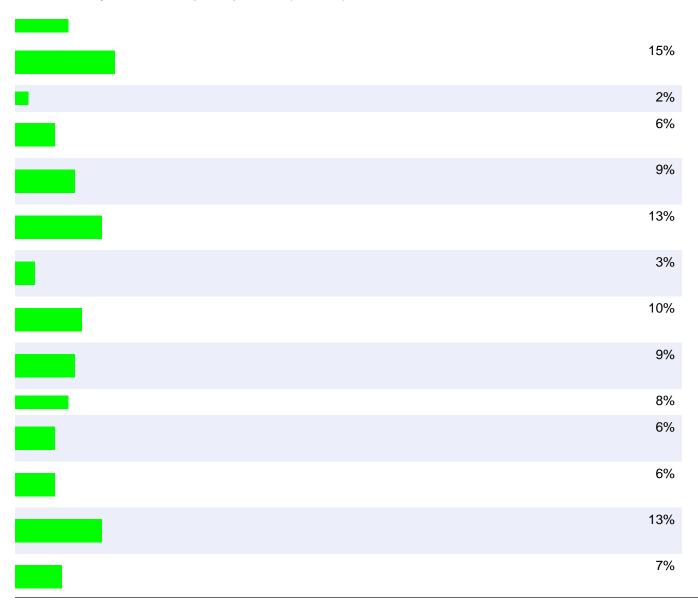
Page 48 of 145 05/31/2011



Page 49 of 145 05/31/2011



Page 50 of 145 05/31/2011



05/31/2011 Page 51 of 145

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Page 52 of 145 05/31/2011



Page 53 of 145 05/31/2011

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Page 54 of 145 05/31/2011

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Page 55 of 145 05/31/2011



Page 56 of 145 05/31/2011

300 or more	30%
300 or more	45%
300 or more	26%
300 or more	26%
300 or more	30%
300 or more	50%
300 or more	29%
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300 or more	28%
300 or more	35%
300 or more	21%
300 or more	22%

Page 57 of 145 05/31/2011

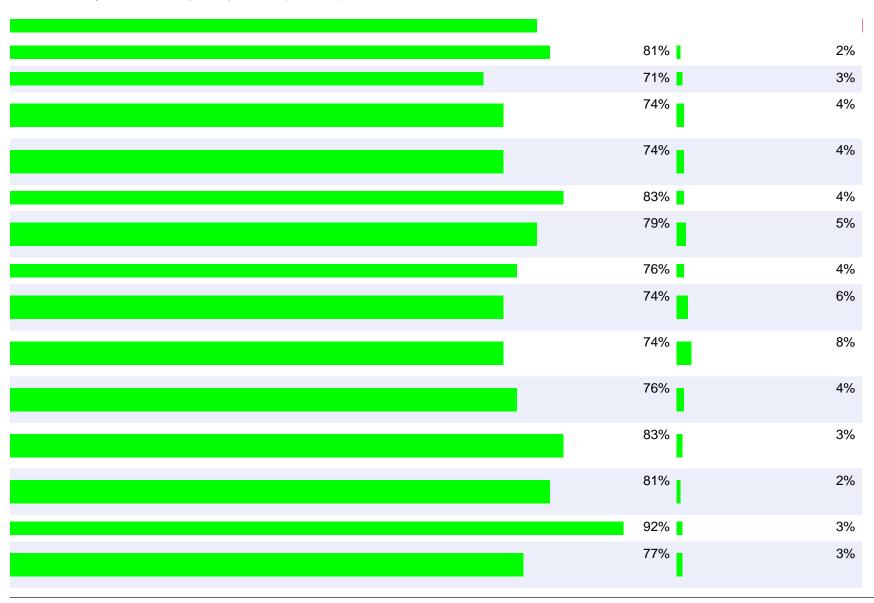
Page 58 of 145 05/31/2011

CENTER			
MINDEN MEDICAL CENTER	MINDEN	•	4%
MOREHOUSE GENERAL HOSPITAL	BASTROP		12%
NATCHITOCHES REGIONAL MEDICAL CENTER	NATCHITOCHES		6%
NORTHERN LOUISIANA MEDICAL CENTER	RUSTON		8%
NORTH OAKS MEDICAL CENTER	HAMMOND		4%
OCHSNER BAPTIST MEDICAL CENTER LLC	NEW ORLEANS	•	5%
OCHSNER FOUNDATION HOSPITAL	NEW ORLEANS		5%
OCHSNER MEDICAL CENTER-BATON ROUGE	BATON ROUGE		7%
OCHSNER MEDICAL CENTER- KENNER LLC	KENNER		9%
OPELOUSAS GENERAL HEALTH SYSTEM	OPELOUSAS		8%
OUR LADY OF LOURDES REGIONAL MEDICAL CENTER, INC	LAFAYETTE	I	3%
OUR LADY OF THE LAKE REGIONAL MEDICAL CENTER	BATON ROUGE	I	4%
P & S SURGICAL HOSPITAL	MONROE	I	1%
RAPIDES REGIONAL MEDICAL CENTER	ALEXANDRIA		6%

Page 59 of 145 05/31/2011

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Page 60 of 145 05/31/2011



Page 61 of 145 05/31/2011

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Page 62 of 145 05/31/2011



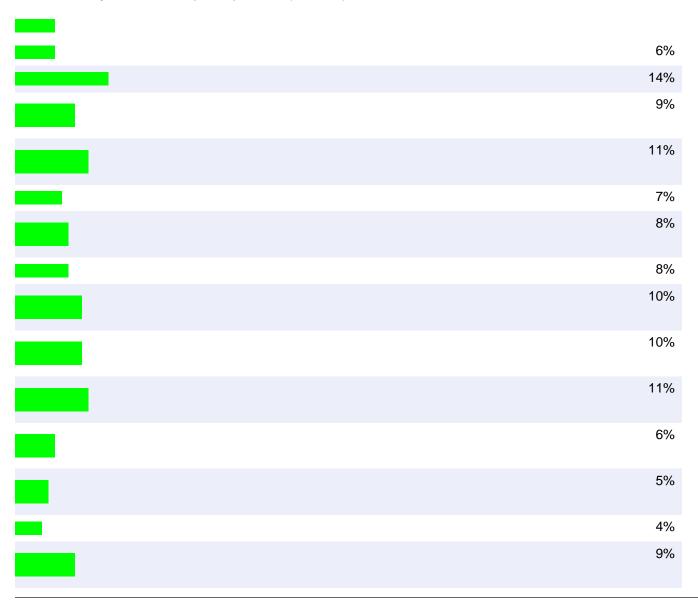
Page 63 of 145 05/31/2011

10%	20%
16%	24%
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17%	26%
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12%	28%
4%	12%
16%	25%

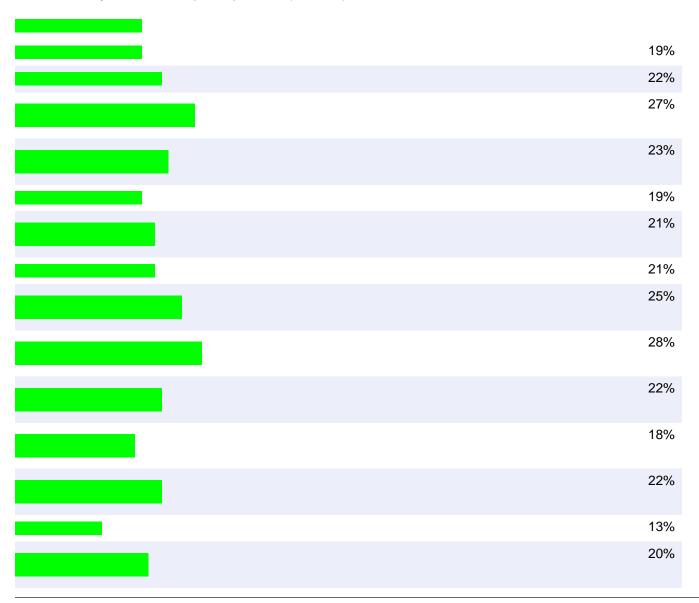
Page 64 of 145 05/31/2011



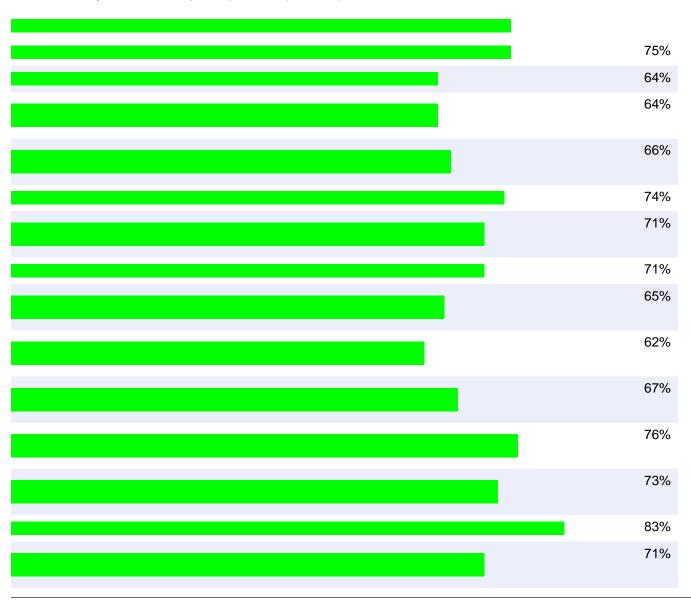
Page 65 of 145 05/31/2011



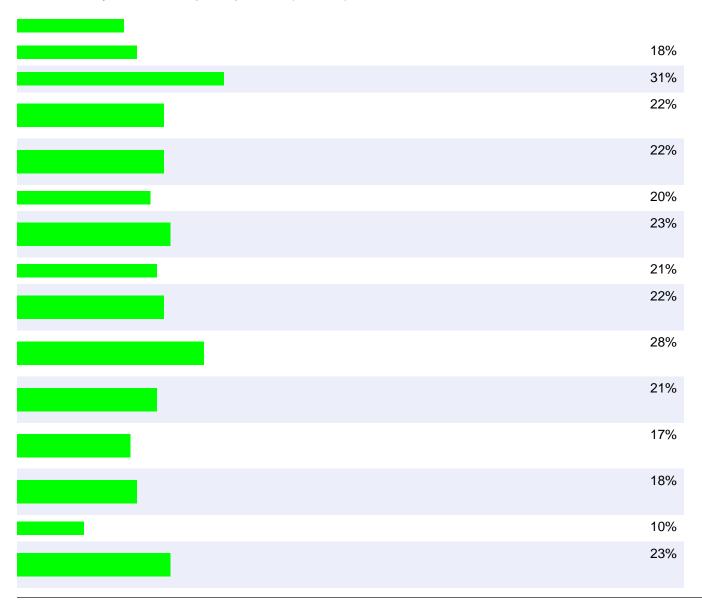
05/31/2011 Page 66 of 145



Page 67 of 145 05/31/2011



Page 68 of 145 05/31/2011



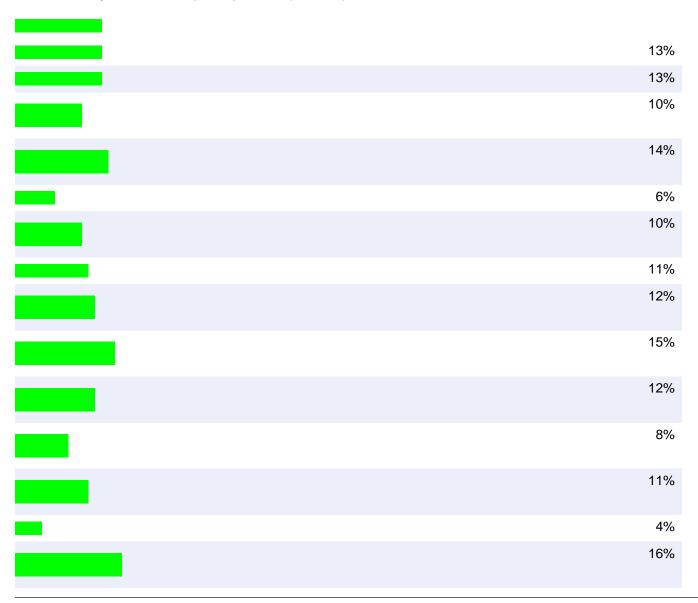
Page 69 of 145 05/31/2011

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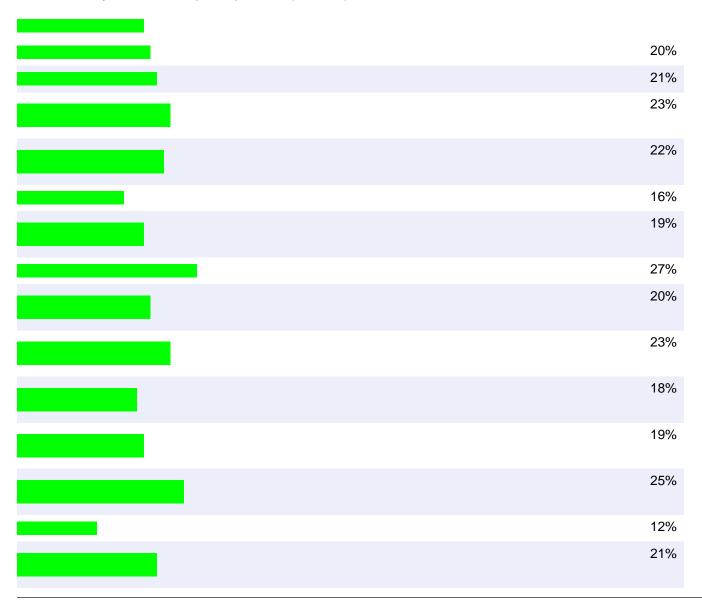
Page 70 of 145 05/31/2011



Page 71 of 145 05/31/2011



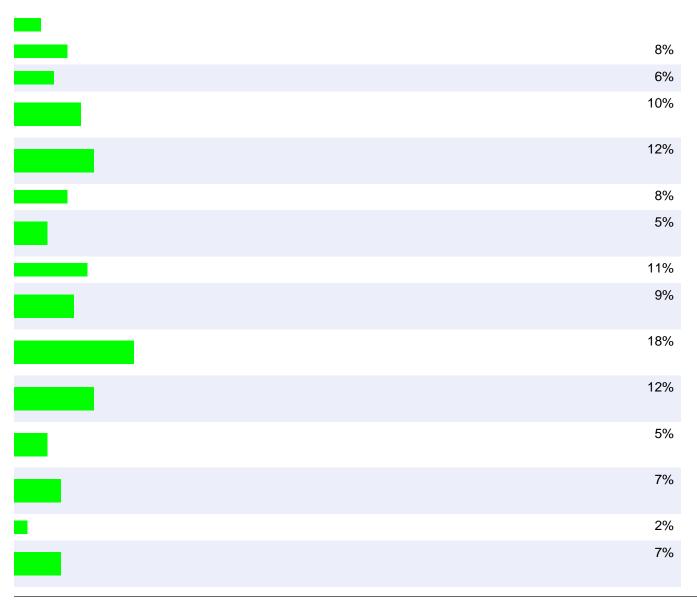
05/31/2011 Page 72 of 145



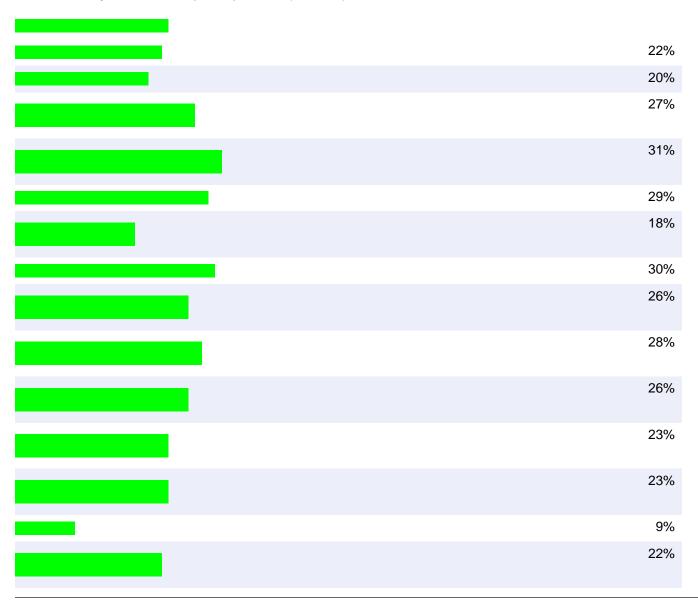
Page 73 of 145 05/31/2011



Page 74 of 145 05/31/2011



05/31/2011 Page 75 of 145



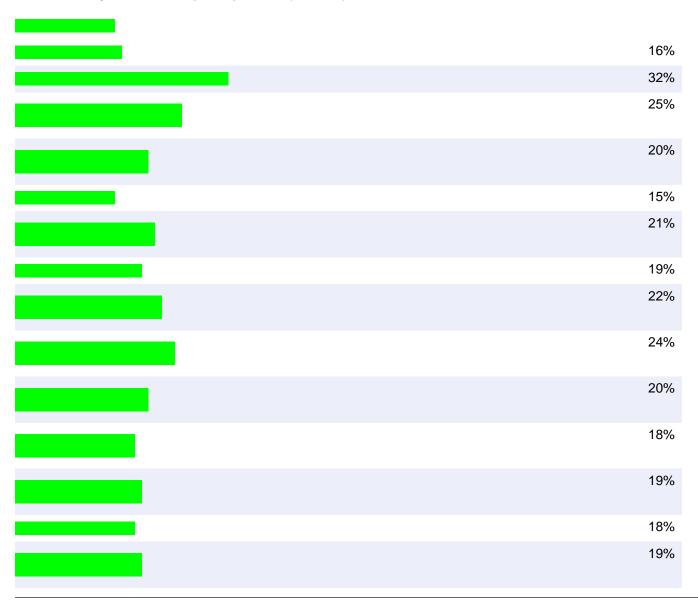
Page 76 of 145 05/31/2011



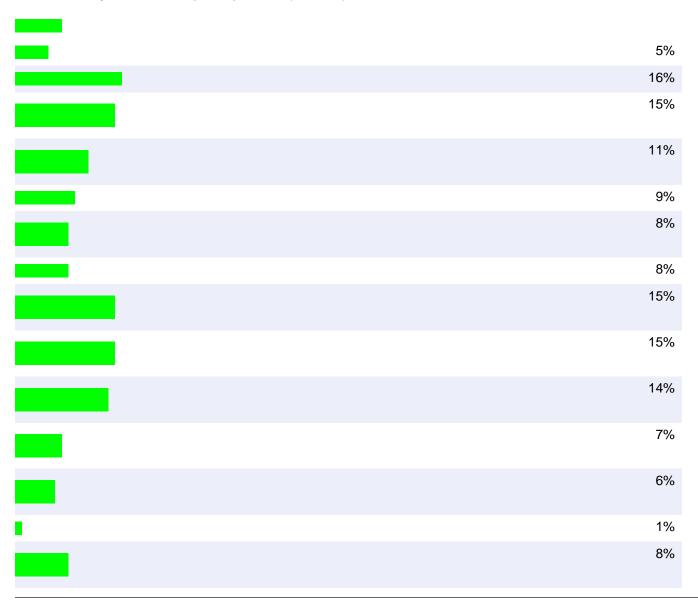
Page 77 of 145 05/31/2011



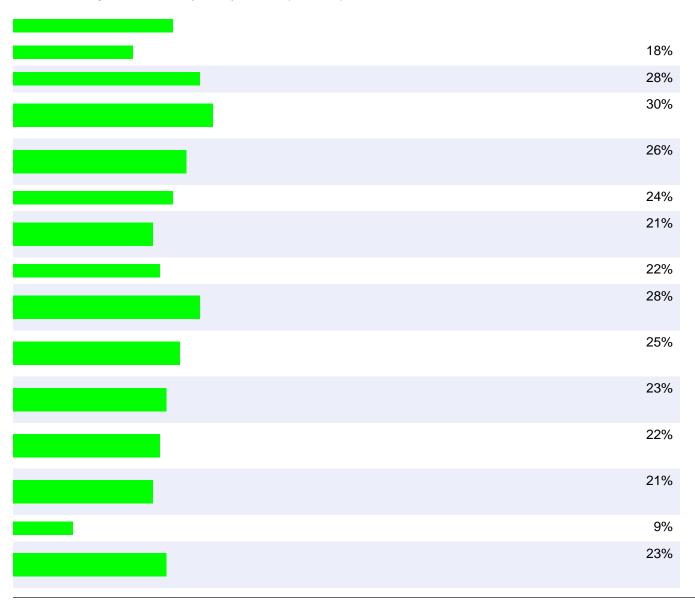
Page 78 of 145 05/31/2011



Page 79 of 145 05/31/2011



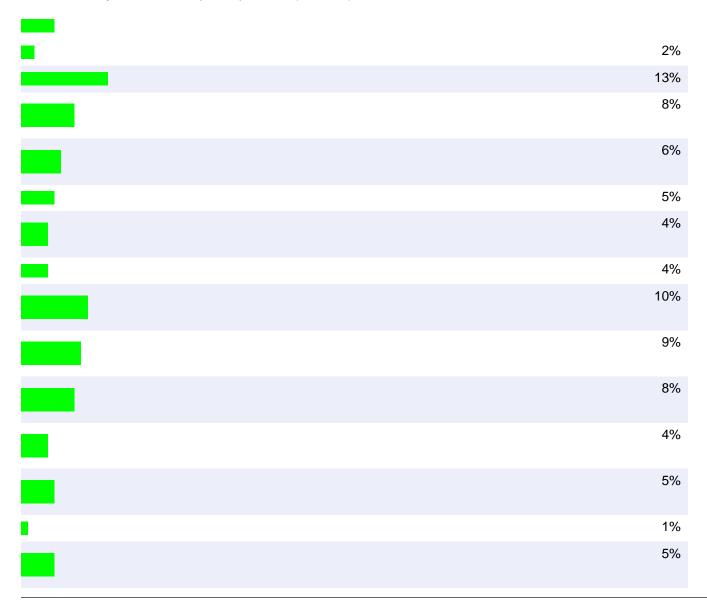
05/31/2011 Page 80 of 145



Page 81 of 145 05/31/2011



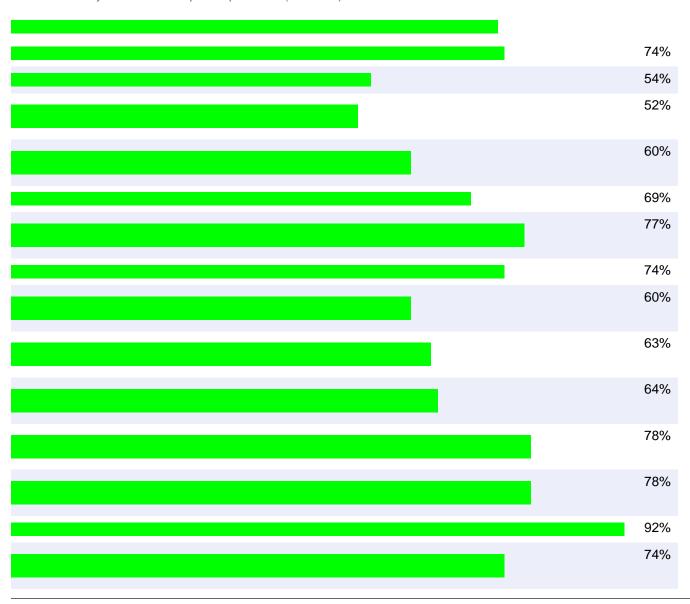
Page 82 of 145 05/31/2011



05/31/2011 Page 83 of 145

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Page 84 of 145 05/31/2011



Page 85 of 145 05/31/2011

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300 or more	30%
300 or more	49%
300 or more	32%

Page 86 of 145 05/31/2011

Page 87 of 145 05/31/2011

RIVER PARISHES HOSPITAL	LAPLACE		8%
SLIDELL MEMORIAL HOSPITAL	SLIDELL		6%
SOUTHERN SURGICAL HOSPITAL	SLIDELL	1	2%
ST ELIZABETH HOSPITAL	GONZALES	I	2%
ST FRANCIS MEDICAL CENTER	MONROE		7%
ST TAMMANY PARISH HOSPITAL	COVINGTON	•	4%
TECHE REGIONAL MEDICAL CENTER	MORGAN CITY	•	7%
TERREBONNE GENERAL MEDICAL CENTER	HOUMA		6%
THE NEUROMEDICAL CENTER HOSPITAL	BATON ROUGE	I	2%
THE REGIONAL MEDICAL CENTER OF ACADIANA	LAFAYETTE		7%
THIBODAUX REGIONAL MEDICAL CENTER	THIBODAUX	I	3%
TOURO INFIRMARY	NEW ORLEANS		7%
TULANE MEDICAL CENTER	NEW ORLEANS	•	7%
UNIVERSITY MEDICAL CENTER	LAFAYETTE		6%
WEST CALCASIEU CAMERON HOSPITAL	SULPHUR	I	4%
WEST CARROLL MEMORIAL HOSPITAL	OAK GROVE		4%
WEST JEFFERSON MEDICAL CENTER	MARRERO		8%

Page 88 of 145 05/31/2011

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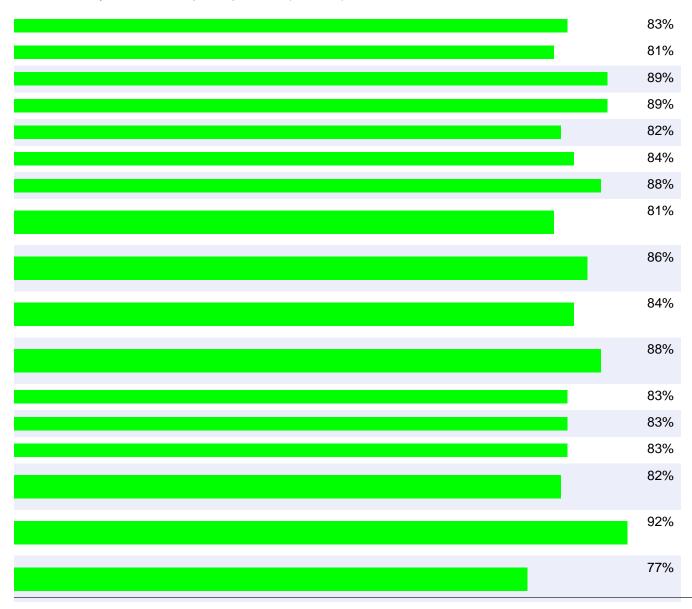
Page 89 of 145 05/31/2011



Page 90 of 145 05/31/2011

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Page 91 of 145 05/31/2011



Page 92 of 145 05/31/2011

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Page 93 of 145 05/31/2011



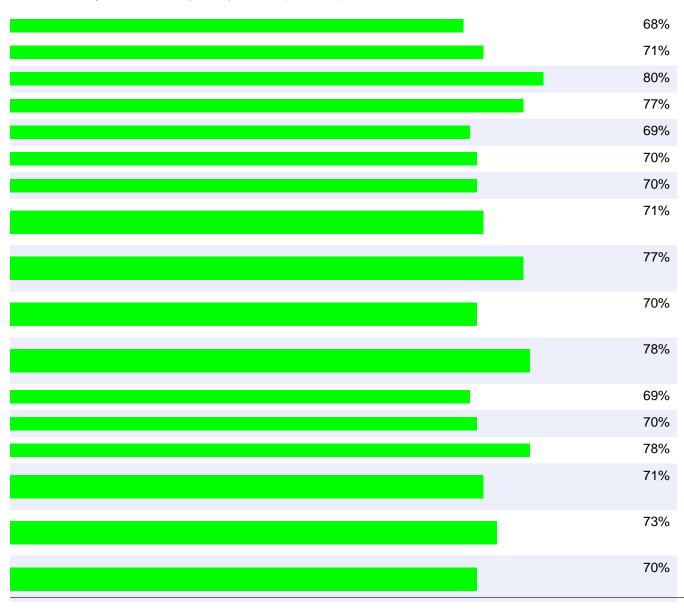
Page 94 of 145 05/31/2011

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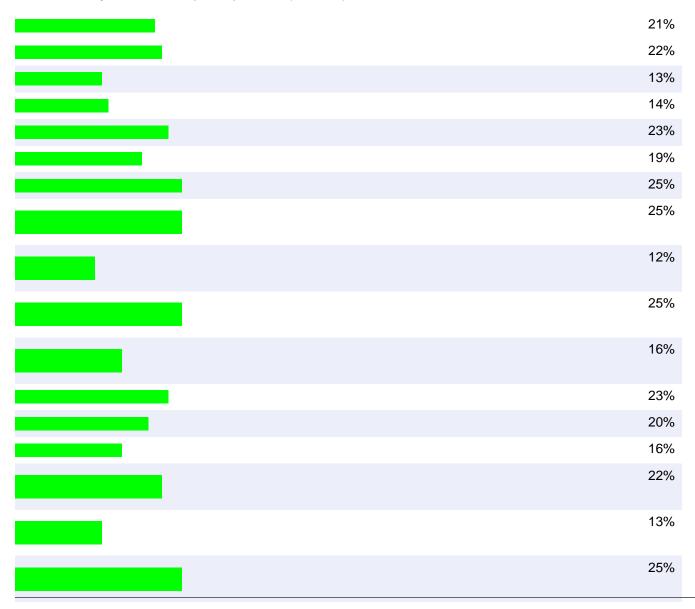
Page 95 of 145 05/31/2011

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Page 96 of 145 05/31/2011



Page 97 of 145 05/31/2011



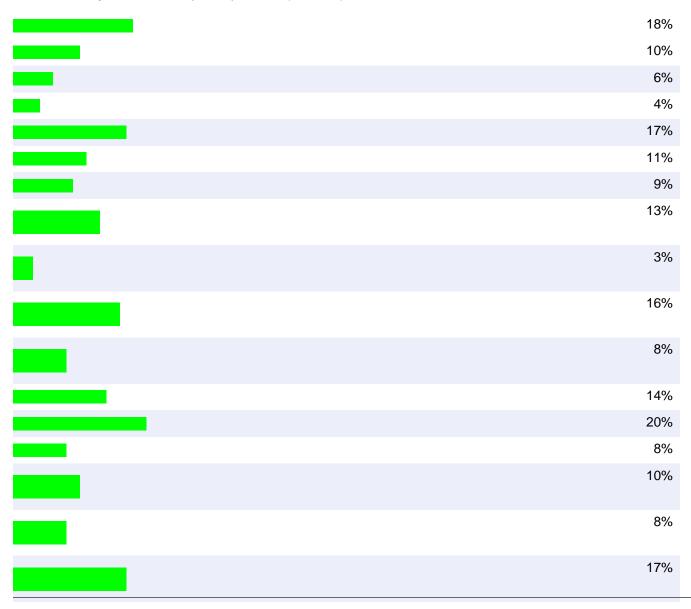
Page 98 of 145 05/31/2011

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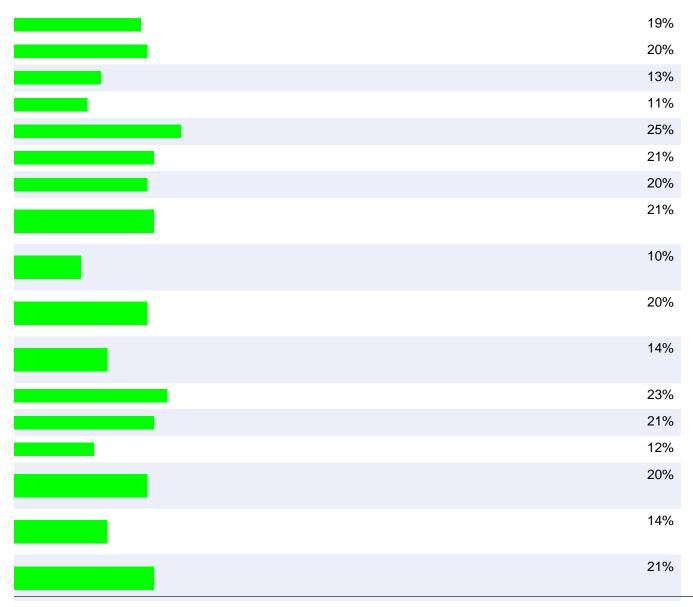
Page 99 of 145 05/31/2011



Page 100 of 145 05/31/2011



05/31/2011 Page 101 of 145



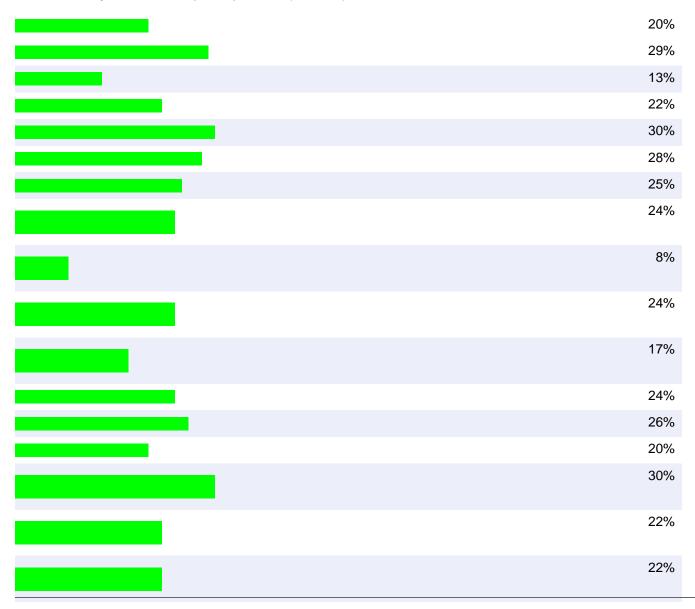
05/31/2011 Page 102 of 145



Page 103 of 145 05/31/2011

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05/31/2011 Page 104 of 145



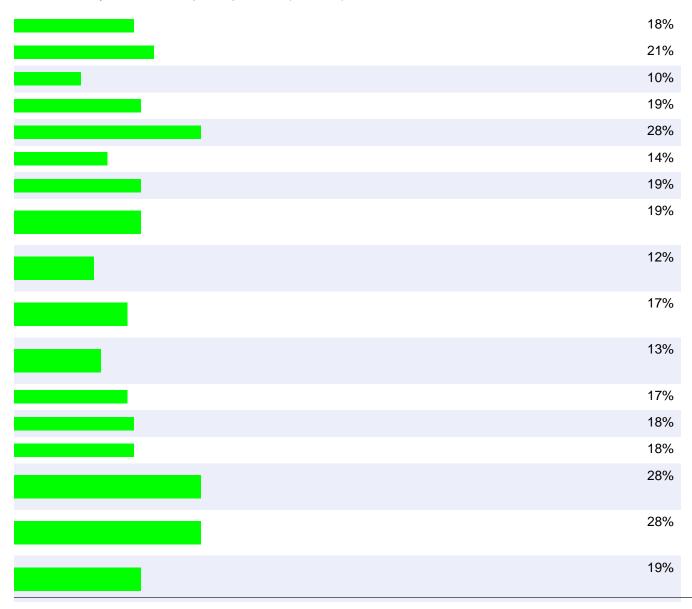
05/31/2011 Page 105 of 145



Page 106 of 145 05/31/2011



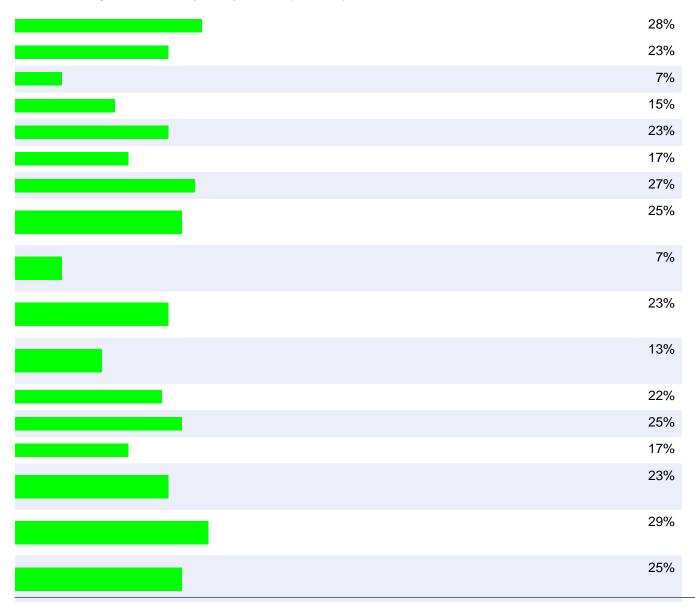
Page 107 of 145 05/31/2011



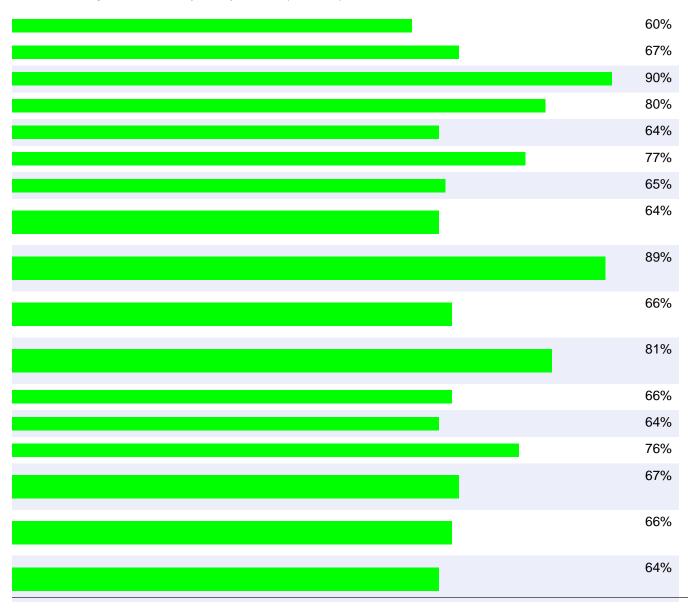
05/31/2011 Page 108 of 145

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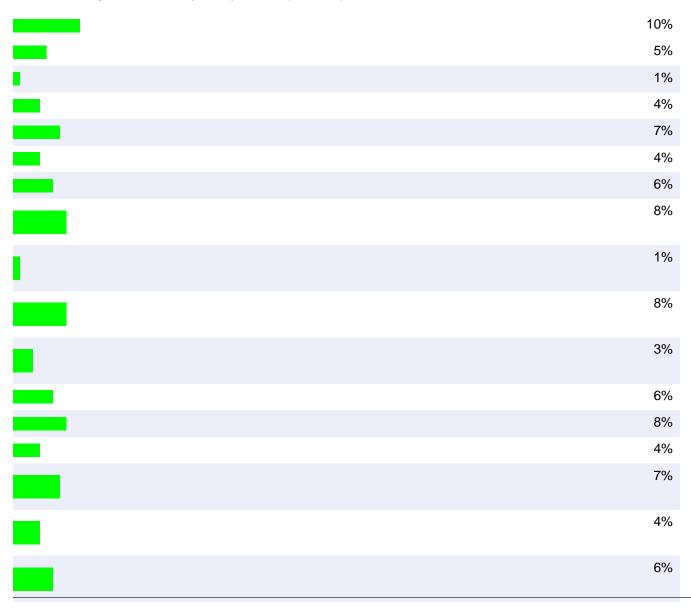
05/31/2011 Page 109 of 145



05/31/2011 Page 110 of 145



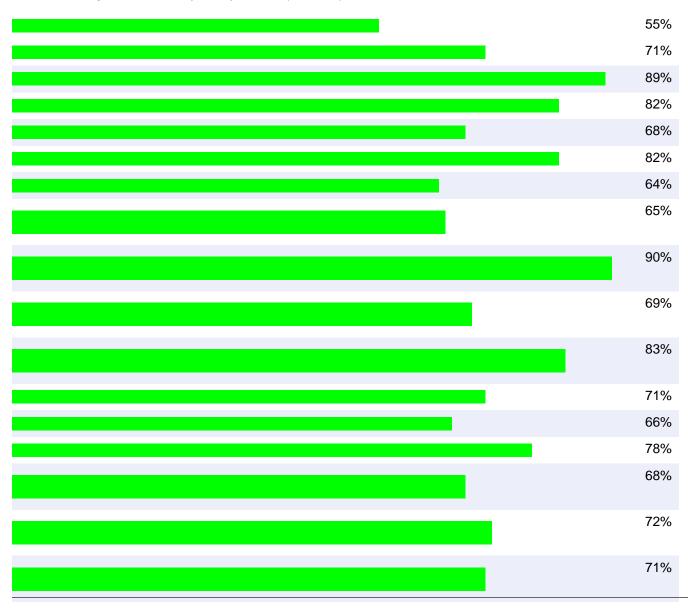
Page 111 of 145 05/31/2011



05/31/2011 Page 112 of 145

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Page 113 of 145 05/31/2011



Page 114 of 145 05/31/2011

300 or more	20%
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300 or more	45%
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300 or more	19%
300 or more	31%
300 or more	28%
300 or more	25%
300 or more	26%
300 or more	29%

05/31/2011 Page 115 of 145

05/31/2011 Page 116 of 145

CENTER			
WILLIS KNIGHTON BOSSIER HEALTH CENTER	BOSSIER CITY		4%
WILLIS KNIGHTON MEDICAL CENTER	SHREVEPORT		6%
WOMAN'S HOSPITAL	BATON ROUGE		4%
WOMEN AND CHILDREN'S HOSPITAL AT LAKE CHARLES	LAKE CHARLES	I	2%

Page 117 of 145 05/31/2011

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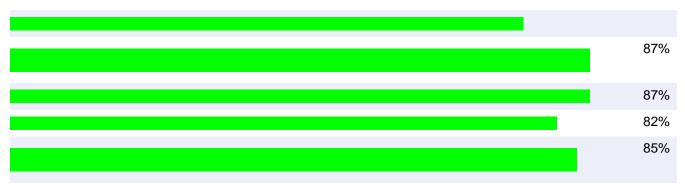
05/31/2011 Page 118 of 145



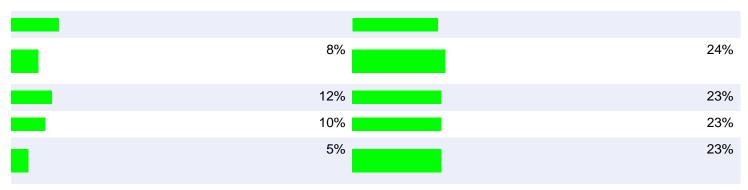
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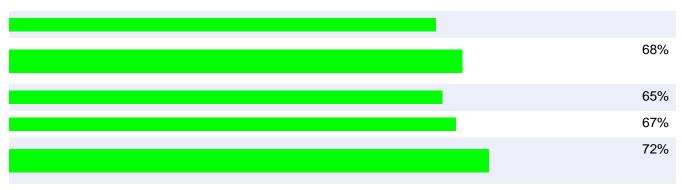
Page 120 of 145 05/31/2011



05/31/2011 Page 121 of 145



Page 122 of 145 05/31/2011



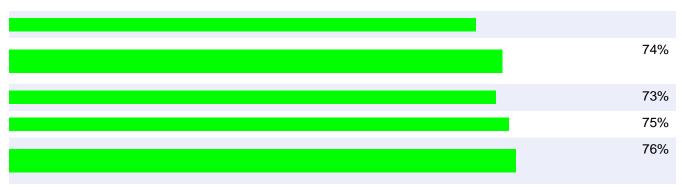
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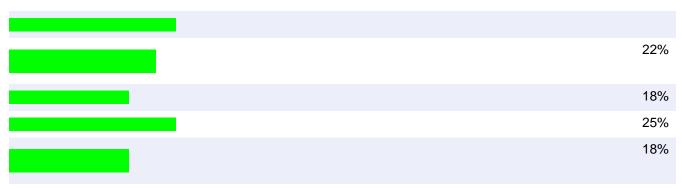
Page 124 of 145 05/31/2011

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Page 125 of 145 05/31/2011



05/31/2011 Page 126 of 145



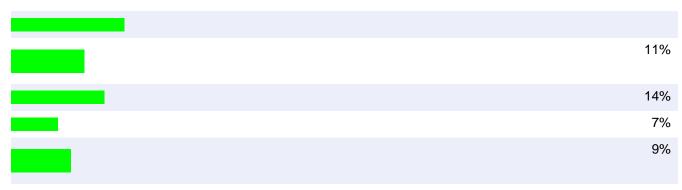
Page 127 of 145 05/31/2011

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Page 128 of 145 05/31/2011



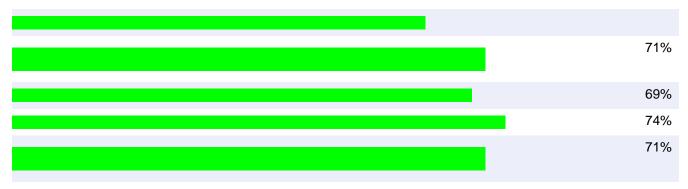
05/31/2011 Page 129 of 145



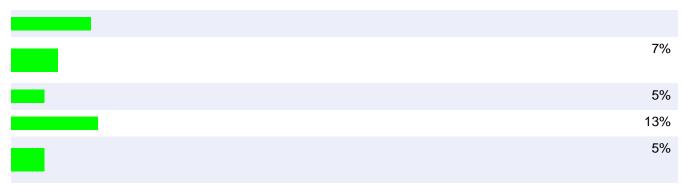
Page 130 of 145 05/31/2011

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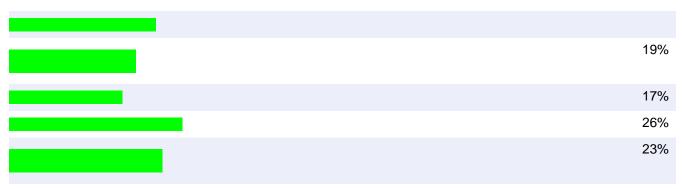
Page 131 of 145 05/31/2011



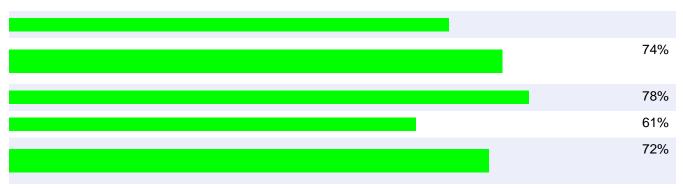
05/31/2011 Page 132 of 145



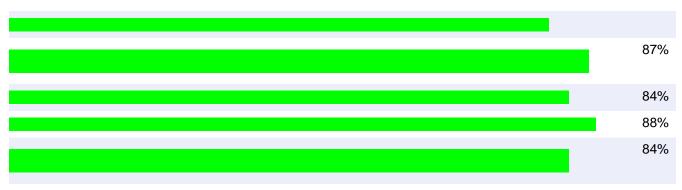
Page 133 of 145 05/31/2011



Page 134 of 145 05/31/2011



05/31/2011 Page 135 of 145



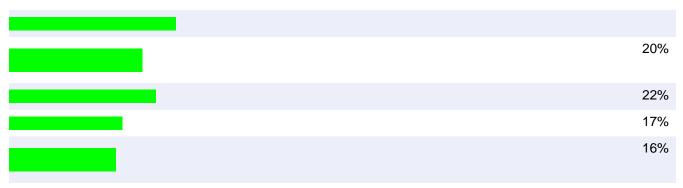
05/31/2011 Page 136 of 145

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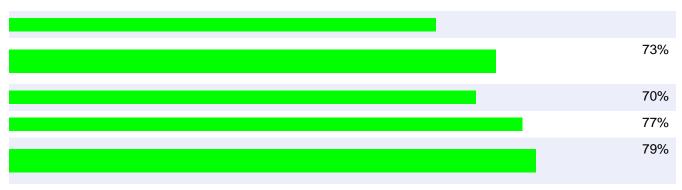
Page 137 of 145 05/31/2011

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Page 138 of 145 05/31/2011



Page 139 of 145 05/31/2011



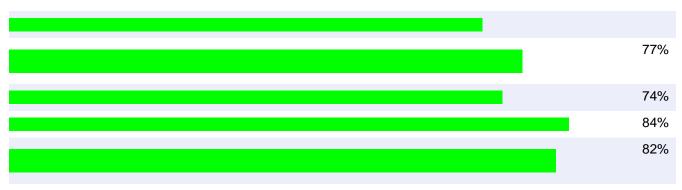
05/31/2011 Page 140 of 145

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Page 141 of 145 05/31/2011

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Page 142 of 145 05/31/2011



05/31/2011 Page 143 of 145

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05/31/2011 Page 144 of 145

Page 145 of 145 05/31/2011